

4TH QUARTER FY99 REVIEW AND ANALYSIS

WEST REGION ACCOMPLISHMENTS AND FOCUS AREAS

FILLING JOBS FAST

ACCOMPLISHMENTS

During the fourth quarter of FY 99, the West Region filled jobs in an average of 66 days from the initiation of the PERSACT SF-52 by the manager to closure. The Army monthly average for this period ranged from 99 days to 105 days.

To increase visibility and solicit support for more timely returns of referrals, last quarter we began providing a biweekly report on referral list timeliness to the CPACs. This quarter management time to make selections decreased to 11 days from 14 days last quarter. Manager time prior to receipt of the PERSACT SF52 in the CPAC also decreased from 20 days last quarter to 13 days this quarter.

The Civilian Personnel Operations Center Management Agency (CPOCMA) has established goals for the number of recruit/fill actions to be completed each month. Our goal is 425 per month. This quarter we completed 1273 recruit/fill actions, falling only 2 short of our goal.

FOCUS AREAS

We will continue to concentrate on meeting our goal for completing recruit/fill actions each month.

We will also continue to focus on accurate and timely processing of recruit actions through Classification Division and issuance of timely and quality referral lists to management and timely return and processing of completed referral lists by Staffing Services Division. During this quarter the average time recruit actions were in work in the CPOC decreased to 17 days from 20 days last quarter. Also processing time after selections were made decreased from 19 days last quarter to 16 days this quarter.



WEST REGION ACCOMPLISHMENTS AND FOCUS AREAS

GETTING PEOPLE PAID

ACCOMPLISHMENTS

The Payroll Resolution Team (PRT) continues to be the focal point for all payroll problems in the region. Since its inception in the 2nd Qtr, FY99, the payroll rate has continued to decline:

- 1st Qtr, 3.2 problems per 100 employees
- 2nd Qtr, 2.1 problems per 100 employees
- 3rd Qtr, 1.9 problems per 100 employees
- 4th Qtr, 1.4 problems per 100 employees

This quarter we have refined the biweekly pay problem report which we send to the CPACs and all Customer Service Representatives to more clearly define the problem and the status of each case.

FOCUS AREAS

The goal of course continues to be to eliminate pay problems. When there are problems, the goal is to assure timely and accurate resolution. The PRT's performance goal is to provide at least an interim response to the person reporting the problem within two workdays and to assure correction within a pay period.



WEST REGION ACCOMPLISHMENTS AND FOCUS AREAS

STRATEGIC PLANNING AND PARTNERING

ACCOMPLISHMENTS

The West Region's first Commanders' Civilian Personnel Advisory Council (CCPAC) was held on 8 September 1999. It was hosted by Major General John D. Thomas, Jr., Commanding General, U.S. Army Intelligence Center and Fort Huachuca, and attended by 34 Commanders and senior leaders from installations and field operating activities in the Region. The objectives of the conference were twofold: to give the Commanders a status briefing on where civilian personnel is now and where it is heading in the future, and to gather feedback regarding the effectiveness of the services they receive from the civilian personnel community in the Region.

The conference was extremely successful with the Commanders reaching consensus on having another conference in six months. They specifically cited communication between the CPACs and CPOC, communication between customers and partners, automation tools, quick turnaround on Resumix referral lists, and accessibility and responsiveness of the CPOC and CPAC staff as things that were working well.

The Commanders also provided feedback on areas that needed improvement; for the two days following the CCPAC, the CPOC and CPAC representatives worked to develop an FY00 West Region Human Resources Operational Plan to address the major issues identified by the Commanders.

FOCUS AREAS

We will work on accomplishing the specific objectives of the actions plans developed as a result of the CCPAC. Many of them, such as plans for ensuring consistency in application of classification standards and for reviewing current Business Process Maps and Task Lists, have due dates this quarter. We will continue to listen to feedback from our customers with the aim of further improving civilian personnel servicing in this Region.



WEST REGION ACCOMPLISHMENTS AND FOCUS AREAS

LEVERAGING TECHNOLOGY



ACCOMPLISHMENTS

FASCLASS (Fully Automated System for Classification), an Army-developed system designed to provide web-based access to all Army job descriptions and organizational information, continues to be deployed on a phased basis in the West Region. At the end of September, approximately three-fourths of all job descriptions had been scanned and entered into FASCLASS. All sites, except two, are now using FASCLASS exclusively for classification requirements.

As part of the Information Systems Division Help Desk procedures, a customer feedback form was developed this quarter. It will be sent via email to the requester when a help desk request has been completed. Feedback data will be compiled monthly and used to find ways to improve service delivery.

FOCUS AREAS

FASCLASS deployment continues with a target date of 31 December 1999 for completion.

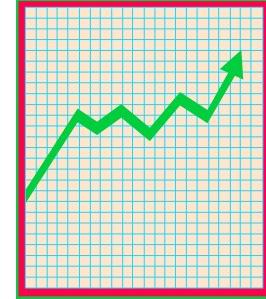
Preparation for deployment of the Modern Defense Civilian Personnel Data System continues. The West Region has three members assigned to the CPOCMA Charter Team; the team has begun working on training packages for use with all personnelists and managers in the Region. Projected date for deployment in the West is September 2000. Database cleanup will continue in preparation for deployment. Database errors have already been reduced from a high in May of 2141 to only 93 at the end of this quarter.

Resumix On Line Applicant Response (ROAR), a web-based application that will allow applicants to access information regarding the status of their applications and consideration they have received, has been developed for use in the West Region. Use of this system will be coordinated with the Unions in November, and pending their concurrence, will be implemented during the 1st Qtr, FY00.

DATA AND ANALYSIS

-- The charts in this part of the report present data for each month of the quarter, as well as a summary for the entire quarter in the following functional areas:

- Section 1: Processing SF- 52s**
- Section 2: Classifying jobs**
- Section 3: Filling jobs**
- Section 4: Processing personnel actions**
- Section 5: Training and developing employees**
- Section 6: Providing information services**



-- Where an Army standard for a functional area exists, the standard is described and performance against the standard is indicated. Each area is assessed as:

Green: when performance meets the standard at least 90% of the time

Red: when the standard is met less than 75% of the time

Amber: if performance exceeds "red" but does not meet "green"

When no Army standard exists, no assessment is given.

-- The term 'backlog' will always refer to actions which have not been completed and are outside of the Army standard.

-- Note that the total on hand of all actions will not equal the total of actions on each chart, since data captured varies between programs.

Section 1

Processing SF-52s

Proponent: West CPOC

Sub-Section	Topic	Remarks
N/A	PERSACT Actions	Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.



SECTION 2

Classifying Jobs

Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory.
B	New Position Descriptions	Indicates usage of Army tools for classification.



SECTION 3

Filling Jobs

Proponent: WCPOC, Staffing Services Division

<u>Sub-Section</u>	<u>Topic</u>	<u>Remarks</u>
A	Recruitment Activity – Jobs Filled	I llustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	I llustrates management feedback on the Resumix process.

SECTION 4

Processing Personnel Actions

Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	I llustrates processing timeliness and volume of personnel actions processed through PERSACT - to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.

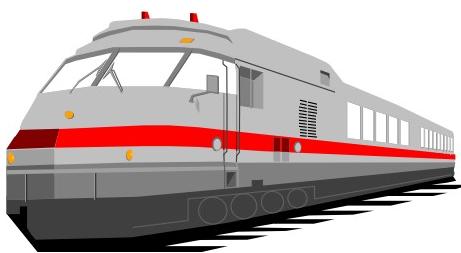


Section 5

Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

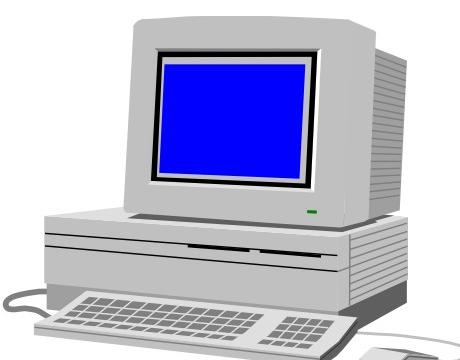
Sub-Section	Topic	Remarks
N/A	Training Requests Processed	Provides data regarding timeliness and volume of training request processing into the database. Also includes total employee hours spent in training and the dollars invested.



SECTION 6

Providing Information Services

Proponent: WCPoC, Information Services Division

Sub-Section	Topic	Remarks
N/A	FPI Usage	 <p>Provides data on Functional Process Improvement (FPI) usage by managers in the region. The number of log-ins is the number of times that managers/resource managers entered the system. The number of accounts is the total accounts that have been built for managers or resource managers to use any of the FPI modules.</p>